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EXTERNAL VIEWS AND PERCEPTIONS

25X1 The following is a series of comments developed with []
 25X1 [] Chief Administrative Staff, FBIS, DDS&T,
 C/Admin/Staff/FBIS/DDS&T, in a meeting held on August 13, 1985
 regarding the Study of OL's Service Environment and Ways to
 Enhance OL's Image.

1.

General Comments

- OL Support stands in good light in FBIS.
- Specialized services provided for the DDO are not utilized by FBIS.

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- FBIS does not utilize the quick reaction purchase for overseas procurement - they procure it themselves.
- It is frustrating living in Key Building and dealing with G.S.A.

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What can be done to improve G.S.A services?
 How can we get things done through []

1d HOME-RECD Modifications - Key Building.

- It takes in excess of a year to modify space.

FBIS assigned OF space in Key Building in October 1983 -
 work included some vaulting - space occupied one year
 later.

Space modifications on 8th floor of Ames Building started
 a year ago - work not done yet.

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1g HOME - Parking - Key Building []

- Parking spaces are finite in Key Building - HOME made best accommodations possible in allocating spaces.
- Acquiring parking spaces [] for JPRS is yet an unresolved issue. (i.e., 25 parking spaces.)

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Whatever the politics for obtaining free parking for Ames-Key - Chamber of Commerce Buildings under the guise of security seems to be inadequate for or justifying free parking for JPRS.

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HOME cannot justify free parking [] for security reasons. And it appears to be a closed issue.

FBIS is now appealing to RECD who has suggested that FBIS negotiate with OTE at C. of C. for some of their parking - OTE needs all they have.

- ° It appears every Agency facility has free parking other than JPRS.
- ° It also appears that free parking policy and related decision-making is inconsistent and that JPRS is being discriminated against.

2. Perceptions of OL Support

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- ° RECD is very effective in supporting overseas facilities requirements - [] is an outstanding engineer.

- ° Supply Division service is excellent.

- ° P&PD gets very high marks and is very supportive.

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- ° [] Packing and Crating support goes unnoticed because no one has any problems with them. Their product is consistently professional in quality and responsiveness.

- ° RECD contractor engineering has helped to get faster service.

Contractor was able to provide a quick conceptual scheme for an 11th floor Ames Building project based on general functional requirements. FBIS was most impressed with the speed and thoroughness of the product.

- ° Procurement Contracting

The one FBIS/OL contracting officer is only associated with the FBIS Modernization Program involving the Communications/Relay System.

If other requirements surface and are not part of this program, he cannot handle it.

Suggest he be given a larger scope of delegation of authority to encompass contracting for more FBIS programs (i.e. to also include IBM-PC purchase for London Bureau).

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- Bus shuttle problem between Rosslyn [redacted]

It takes almost one half to two thirds of a day to make a round trip.

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Suggest establishing a limited number of express buses from Rosslyn directly [redacted]

4. Additional Services

- There is no storage space for furniture in Key Building.

When furniture is to be exchanged or PTI'd it must be placed in corridors.

The Fire Marshal has problems with furniture in corridors. Whoever in OL manages furniture pick-up should have a better understanding and solution to the problem.

- In instances where old furniture is to be replaced by new systems furniture:

Office occupants have had to move the old furniture out the night before so the installers could start the next day. (The new systems furniture had been sitting in the corridor a week or so ago.)

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[redacted] is annoyed when he sees furniture in the corridor.

Suggest that since Key and Ames Buildings do not have any storage space, they should be treated with a certain amount of higher priority support.

- Try to influence the Key Building lessor to be more cooperative and supporting.

Building elevators have timing problems - doors do not operate properly - there is programming problem - elevators are out of service for a day or more.

Lessor has personnel problem in hiring cleaning people. FBIS/Logistics calls Lessor's Building Management firm directly - then the Building Engineer/Manager - and then EBOB/RECD to identify problems or ask for services. Then EBOB/RECD calls the Building Management firm or G.S.A. to obtain the expected response or support.

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- [redacted] sore spots

Has indicated an interest and a need for more and reliable vending machines for his 24 hour functions and other FBIS employees.

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Present snack bar operator closes down for holidays and vacation without notice and opens late daily.

RECD and lessor requested to correct the problem by trying to incorporate vending machines into a new lease with a snack bar operator.

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[] is awaiting results and in the interim would like some feedback regarding posture.

Suggestions for Improving OL Support

- ° Property Accountability Resources.

In view of the on-going Modernization Budget/Program projected to be 120 million dollars over the next 6-7 years, including upgrading systems electronics, FBIS feels they will need a junior supply officer primarily dedicated to perform all property accountability actions for FBIS-Key Building, JPRS [] and for the External Bureaus, (i.e., Bureaus in terms of transferring accountability of just-finished-new projects, programs, and systems).

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